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ABSTRACT

A study examined the attitudes of individuals who had held positions in hotels or restaurants in which they received tips. Telephone interviews were conducted with 751 adults across the United States who were currently/formerly employed in a position in which gratuities constitute a significant portion of their compensation. The interview questions focused on the relevance of those jobs to the development of important work skills identified by the Secretary's Commission on Achieving Necessary Skills (SCANS). Of those surveyed, 93% were glad to have had the experience of working in a restaurant or hotel for tips, 79% would recommend that young people seek the experience of working in a restaurant/hotel for tips, and 82% reported having learned a great deal from working in a restaurant/hotel that has been or will be helpful in other types of employment. The perception of the value of work experience in a tipped position in a hotel/restaurant was highest among individuals with a high school (but not college) education. (The master questionnaire and 18 tables displaying the data by 39 geographic, demographic, work-related, and attitudinal subgroups constitute two-thirds of this document.) (MN)

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ED 387 627

SURVEY OF SERVICE EMPLOYEES

FEBRUARY 1992

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Office of Educational Research and Improvement
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The Employment Policies Institute is a nonprofit research organization dedicated to expanding employment opportunities at all levels of America's economy. In particular, EPI believes that entry-level positions often provide the best job-training and education programs that many Americans, especially young Americans and those seeking to move from welfare to work, can have. By ensuring that these entry-level positions are always plentiful, EPI believes America can make substantial improvements in both unemployment and long-term worker productivity.

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MASTER QUESTIONNAIRE AND TABULAR REPORT

I
INTRODUCTION AND METHODOLOGY

Frederick/Schneiders conducted 751 telephone interviews between January 31 through February 5, 1992 with Americans over age 18 who currently or in the past have held positions in hotels or restaurants in which gratuities were a "significant portion" of compensation. The households contacted were drawn on a random basis that would accurately reflect the geographic and demographic distribution of households in the continental United States. Interviewers spoke with anyone in the contacted households who qualified for the sample (i.e., had worked in a "tipped" position).

The purpose of the survey was to determine attitudes toward tipped hospitality employment by individuals who had held those positions. Specifically, we explored the relevance of those jobs to the development of important work skills identified by the (Labor) Secretary's Commission On Achieving Necessary Skills (SCANS).

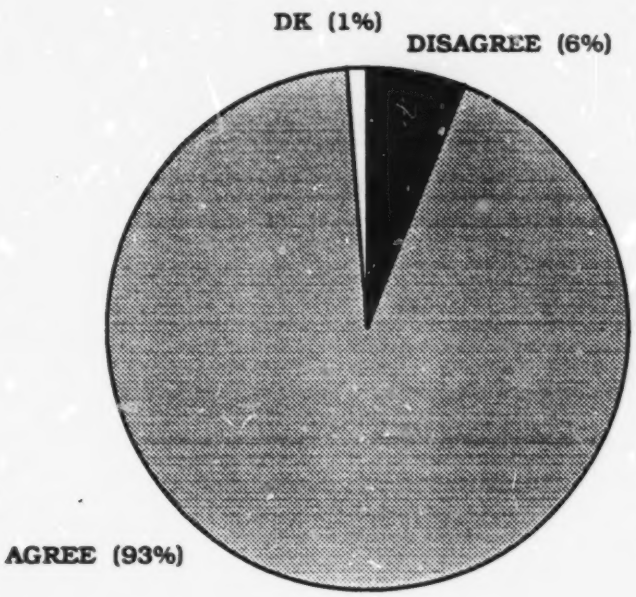
Accompanying this analytical report are a master questionnaire reflecting the data from the entire sample and a cross-tabular report which displays that data by thirty-nine geographic, demographic, work-related, and attitudinal subgroups. The margin of sampling error for the entire sample is 3.5% at the 95% confidence level; the sampling error for subsets is larger.

II.
GENERAL VIEWS OF "TIPPED" HOSPITALITY POSITIONS

Nine-out-of-ten (93%) of these current or former hospitality workers are "glad (to have had) the experience of working in a restaurant or hotel for tips." Current tipped employees are just as likely (94%) as former tipped employees (93%) to appreciate the experience. This high level of satisfaction is found across the board regardless of age, education, or current position or income.

SATISFACTION WITH HOSPITALITY EXPERIENCE

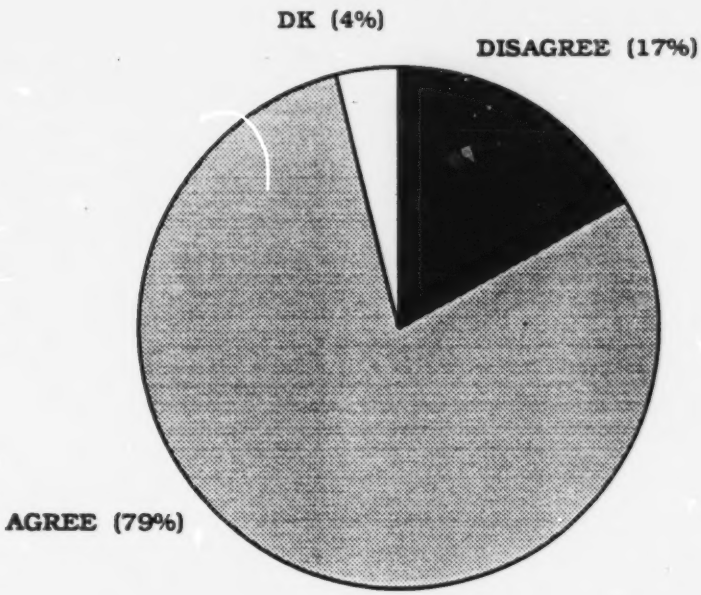
"I'm glad I had the experience of working in a restaurant or hotel for tips."



Furthermore, four-out-of-five (79%) current or former tipped employees would "recommend to young people today that they seek the experience of working in a restaurant or hotel for tips." Women are more likely (81%) than men (74%) and those under age 50 are more likely (80%) than older respondents (75%) to recommend this

type of employment. Furthermore, those who worked in tipped positions for less than ten years are more likely (80%) than those who have held such positions longer than ten years (73%) to recommend this type of work.

"I would recommend to young people today that they seek the experience of working in a restaurant or hotel for tips."



Four-out-of-five (82%) current or former tipped employees agree that they "learned a lot from working in a restaurant or hotel that has been or will be helpful in other types of employment." This view is stronger in the West (87%) than in the South (82%), the Midwest (81%), or the East (78%).

Those with a high school education (but not college) are more likely (86%) to hold this view than those who are less well educated (79%) or better educated (76%). Individuals who have worked in tipped positions for more than ten years are more likely (88%) to feel that they "learned a lot" from these jobs than are those who have held such position for between two and ten years (84%) or for fewer than two years (78%).

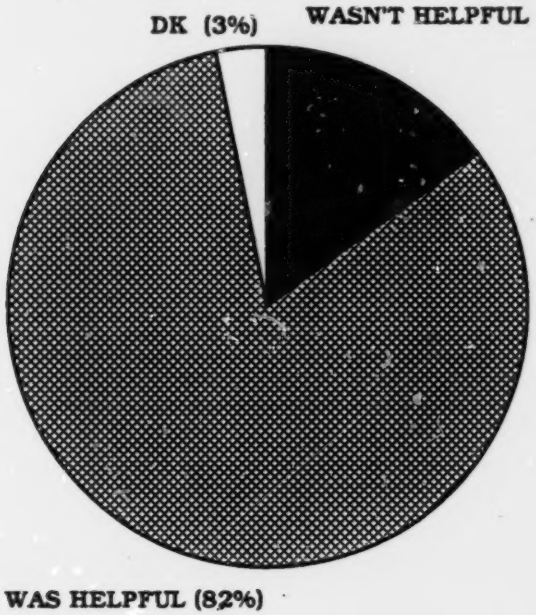
VALUE OF HOSPITALITY EXPERIENCE

Which of the following statements is closer to your own view?

- ***The experience of working in a restaurant or hotel wasn't very helpful to me in terms of developing good attitudes or job skills.***

  --or--

- ***I learned a lot from working in a restaurant or hotel that has or will help me in other types of employment.***



Eight-out-of-ten (79%) current or former tipped hospitality employees say that working in a hotel or restaurant for tips was helpful to them in developing skills useful in later work experience, including one-third (36%) who say it was "very" helpful. Those under age thirty were somewhat more likely (82%) to hold this view than older current or former hospitality employees (76%). Respondents currently employed in blue collar positions were somewhat less likely (72%) than other workers (79%) to say that their experience working in tipped positions was helpful to them in their later work.

USEFULNESS OF HOSPITALITY JOB IN DEVELOPING IMPORTANT WORK SKILLS

	VERY HELPFUL	S'WHAT HELPFUL	TOTAL HELPFUL
TOTAL	**36**	**43**	**79**
Age			
18-29	30	52	82
30-39	33	43	76
40-49	39	39	78
50+	43	31	74
Education			
< High School	46	35	81
High School	34	42	76
College	33	47	80
Current Employment			
Professional/Executive	33	45	78
Clerical/Supervisory	32	47	79
Blue Collar	28	44	72
Service/Other	41	39	80

III.
"TIPPED" HOSPITALITY EXPERIENCE AND SPECIFIC JOB SKILLS

Respondents were asked if their experience working in tipped hospitality positions was important in the development of eleven work skills identified by the U.S. Labor Department as important for America's future work force. In each case, majorities of these current or former hospitality employees said that their hospitality work experience had been important in developing that skill.

IMPORTANCE OF HOSPITALITY EXPERIENCE IN DEVELOPING VARIOUS SKILLS

	VERY IMPORTANT	S'WHAT IMPORTANT	TOTAL IMPORTANT
Getting along with all kinds of people.	84	11	95
Communications.	79	16	95
Listening/understanding.	74	20	94
Integrity/honesty.	69	21	90
Following directions.	62	28	90
Responsibility.	56	33	89
Being a "self-starter."	53	32	85
Decision-making.	44	38	82
Problem-solving.	40	40	80
Arithmetic.	49	30	79
Writing.	27	31	58

Nearly all (95%) reported that their hospitality experience was important in developing the "ability to get along with all kinds of people"; more than eight-in-ten (84%) said that experience had been "very" important in developing this skill.

Ninety-five percent (95%) also felt that their hospitality experience had been helpful in developing communications skills, including 79% who said it had been "very" helpful. Ninety-four percent (94%) said that their ability to listen and understand in a work environment had been enhanced by working in a hotel or restaurant tipped position; three-fourths (74%) say that experience was "very" important in developing listening and understanding skills.

Nine-out-of-ten (90%) report that the hospitality work experience helped them develop integrity and honesty; 69% say it was a "very" important factor. Ninety-percent (90%) also say that the hospitality work experience helped them learn how to understand and follow directions; 62% say the experience was "very" important in developing this skill.

Eighty-nine percent (89%) feel that their hospitality work experience helped make them a more responsible worker, including 56% who say this was a "very" important factor in developing a sense of responsibility. Eighty-five percent (85%) say they are more of a "self-starter" as a result of working in a hotel or restaurant; a majority (53%) say this was a "very" important factor in becoming a self-starter.

Four-out-of-five (82%) believe that their decision-making abilities were enhanced by their experience in a hospitality setting; 44% think this experience was "very" important in learning to make decisions. Eighty percent (80%) say they are better problem solvers because of their experience in restaurant or hotel work; 40% say that experience was a "very" important factor in learning to solve problems.

Seventy-nine percent (79%) report that they are better at arithmetic because they worked in a restaurant or hotel, including 49% who feel that experience was "very" helpful in improving their arithmetic ability. Finally, a majority (58%) say that they are better writers in a work setting because of their experience working in a hotel or restaurant; one-quarter (27%) think this was a "very" important factor in developing writing skills.

IV.
PROFILE OF RESPONDENTS

The current and former tipped hospitality workers in this survey were distributed randomly across the continental United States. They tended to be younger than the general population and women (73%) outnumbered men (27%) by three-to-one.

Most (87%) were high school graduates, including 29% who were also college graduates. Twenty-nine percent (29%) were employed in professional, executive, or management positions; 21% were employed in clerical, technical, or supervisory positions; and 40% were blue collar workers, including 11% who held skilled blue collar positions. Twenty-one percent reported less than $20,000 household income; 31% reported between $20,000 and $40,000 household income; and 28% reported more than $40,000 household income, including 7% who reported more than $75,000.

Eighty-five percent of the respondents reported being "former" tipped employees while 15% said they currently worked in such positions. Nine-out-of-ten (89%) respondents currently or formerly worked in a restaurant while the rest worked in hotels. One-third (34%) had worked in a tipped hospitality position in the last five years; another 25% had held such a position between five and ten years ago; 21% had worked in this type of job between ten and twenty years ago; and 19% held a tipped hospitality position more than twenty years ago.

Eighteen percent (18%) reported working in a tipped hospitality position for less than one year; half (54%) worked in such a position for one to five years; one-quarter (28%) had held a tipped hospitality job for more than five years.

PROFILE OF RESPONDENTS

	%
Region	
Northeast	20
Midwest	25
South	34
West	21
Gender	
Male	27
Female	73
Age	
18-29	32
30-39	29
40-49	18
50-64	11
65+	9
Education	
< High School	13
High School	58
College	29
Current Employment	
Professional/Executive/ Management	29
Clerical/Technical/Supervisory	21
Skilled Blue Collar	11
Other Blue Collar	29
Income	
< $20K	21
$20-40K	31
$40-75K	21
$75K+	7
Current "Tipped" Employees	15
Former "Tipped Employees	85

(Continued)

PROFILE OF RESPONDENTS
(Continued)

	%
Last Held A "Tipped" Position	
< 5 years ago	34
5-10 years ago	25
10-20 years ago	21
20+ years ago	19
Duration of "Tipped" Employment	
< 1 year	18
1-2 years	25
2-5 years	29
5-10 years	15
10+ years	13
Worked In	
Restaurant	89
Hotel	9

MASTER QUESTIONNAIRE AND TABULAR REPORT

Actual sample: 751

REGION

Northeast	152	20%
Midwest	187	25%
South	256	34%
West	156	21%

1. Do you currently hold a job in a restaurant or hotel in which gratuities or tips account for a significant portion of your income?

Yes	115	15%
No	636	85%
Don't Know	0	0%

(IF NO IN Q1)

2. Have you ever held such a position?

Yes	636	100%

3. Approximately how long ago did you last hold such a position?

Less than 5 years	219	34%
5-10 years	158	25%
10-20 years	136	21%
More than 20 years	123	19%
DK/Refused	0	0%

4. Considering ALL jobs you have held in which you received tips, how long in total have you worked in a tipped position?

Less than 1 year	132	18%
1-2 years	189	25%
2-5 years	219	29%
5-10 years	116	15%
More than 10 years	94	13%
DK/Refused	1	0%

5. Was your most recent experience working in a tipped position in a restaurant or in a hotel?

Restaurant	667	89%
Hotel	71	9%
DK/Refused	13	2%

Actual sample: 751

6. In terms of developing skills useful in your later work experience, was working in a hotel or restaurant for tips very helpful, somewhat helpful, not very helpful, or not at all helpful to you?

Very helpful	267	36%
S'what helpful	321	43%
Not very helpful	74	10%
Not at all helpful	84	11%
Don't Know	5	1%

7. Now I'd like to ask you about your experience working in a tipped position in a restaurant or hotel. For each of the following types of job skills, please tell me if working in a restaurant or hotel for tips was very important, somewhat important, or not important in helping you develop that skill. Here's the first one.

Responsibility

Very important	420	56%
S'what important	250	33%
Not important	77	10%
Don't Know	4	1%

Ability to get along with all kinds of people.

Very important	628	84%
S'what important	85	11%
Not important	37	5%
Don't Know	1	0%

Self-management or being a "self-starter."

Very important	395	53%
S'what important	242	32%
Not important	102	14%
Don't Know	12	2%

Integrity and honesty.

Very important	516	69%
S'what important	154	21%
Not important	76	10%
Don't Know	5	1%

Actual sample: 751

Decision making.		
Very important	333	44%
S'what important	286	38%
Not important	129	17%
Don't Know	3	0%
Problem solving.		
Very important	304	40%
S'what important	304	40%
Not important	139	19%
Don't Know	4	1%
Communication skills.		
Very important	590	79%
S'what important	123	16%
Not important	38	5%
Don't Know	0	0%
Listening and understanding.		
Very important	557	74%
S'what important	150	20%
Not important	43	6%
Don't Know	1	0%
Mathematics or arithmetic.		
Very important	368	49%
S'what important	226	30%
Not important	153	20%
Don't Know	4	1%
Writing.		
Very important	206	27%
S'what important	235	31%
Not important	307	41%
Don't Know	3	0%
Understanding and following directions.		
Very important	463	62%
S'what important	212	28%
Not important	76	10%
Don't Know	0	0%

Actual sample: 751

8. Which of the following statements is closer to your own view?

The experience of working in a restaurant or hotel wasn't very helpful to me in terms of developing good attitudes or job skills.	116	15%
I learned a lot from working in a restaurant or hotel that has or will help me in other types of employment.	614	82%
Don't Know	21	3%

9. For each of the following statement, please tell me if you agree or disagree with that statement.

I'm glad I had the experience of working in a restaurant or hotel for tips.

Agree	701	93%
Disagree	45	6%
Don't Know	5	1%

I would recommend to young people today that they seek the experience of working in a restaurant or hotel for tips.

Agree	592	79%
Disagree	129	17%
Don't Know	30	4%

10. Age.

18-29	238	32%
30-39	221	29%
40-49	135	18%
50-64	85	11%
65-Up	70	9%
Refused	2	0%

11. Education.

0-11	95	13%
12 - High school	232	31%
12+ - some college	203	27%
College graduate	139	19%
Graduate degree	78	10%
DK/Refused	4	1%

Actual sample: 751

12. Occupation.

Professional	56	7%
Executive	36	5%
Management	128	17%
Clerical/Technical	129	17%
Blue Collar Supervisor	32	4%
Skilled Blue Collar	80	11%
Blue Collar Misc.	8	1%
Other Blue Collar	211	28%
Other/DK	71	9%

13. Income.

Below $30K, but ref. category	36	5%
Under $10,000	59	8%
$10K-$19,999	101	13%
$20K-$29,999	119	16%
$30K-$39,999	112	15%
$40K-$49,999	61	8%
$50K-$74,999	94	13%
$75,000 or more	49	7%
$30K or more but ref. category	45	6%
DK/Refused	75	10%

14. Race.

Black	47	6%
White	648	86%
Hispanic	24	3%
Asian	5	1%
Other	12	2%
DK/Refused	15	2%

15. Sex.

Male	201	27%
Female	550	73%

SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 1	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
REGION															
Northeast	20%	100%	0%	0%	0%	24%	19%	19%	19%	30%	15%	21%	17%	23%	21%
Midwest	25%	0%	100%	0%	0%	22%	26%	24%	27%	24%	25%	24%	27%	20%	26%
South	34%	0%	0%	100%	0%	31%	35%	40%	34%	21%	35%	31%	32%	43%	35%
West	21%	0%	0%	0%	100%	22%	20%	17%	19%	25%	25%	24%	25%	14%	18%
1.Do you currently hold a job in a restaurant or hotel in which gratuities or tips account for a significant portion of your income?															
Yes	15%	15%	16%	17%	13%	18%	14%	19%	16%	10%	12%	6%	11%	1.%	26%
No	85%	85%	84%	83%	87%	82%	86%	81%	84%	90%	88%	94%	89%	89%	74%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2.Have you ever held such a position?															
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3.Approximately how long ago did you last hold such a position?															
Less than 5 years	34%	36%	34%	41%	24%	40%	33%	71%	31%	16%	4%	29%	38%	38%	36%
5-10 years	25%	22%	25%	23%	29%	24%	25%	24%	31%	24%	18%	24%	25%	21%	27%
10-20 years	21%	23%	20%	19%	25%	19%	22%	5%	34%	31%	18%	28%	20%	22%	16%
More than 20 years	19%	18%	22%	17%	22%	18%	20%	0%	4%	30%	59%	20%	16%	19%	21%
DK/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4.Considering ALL jobs you have held in which you received tips, how long in total have you worked in a tipped position?															
Less than 1 year	18%	16%	21%	18%	13%	21%	16%	26%	16%	16%	8%	20%	19%	16%	15%
1-2 years	25%	24%	25%	26%	25%	30%	23%	33%	28%	19%	15%	26%	29%	25%	23%
2-5 years	29%	30%	27%	29%	32%	24%	31%	30%	26%	36%	26%	32%	27%	42%	24%
5-10 years	15%	16%	15%	14%	17%	14%	16%	9%	19%	16%	18%	14%	17%	9%	18%
More than 10 years	13%	13%	12%	13%	12%	9%	14%	2%	10%	13%	31%	8%	9%	7%	20%
DK/Refused	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%

SERVICE EMPLOYEES FEBRUARY 1992		---EDUCATION---			---INCOME---				---SERVICE EMPLOYMENT--						
									-HOW MANY YRS AGO?-				-HOW LONG TOTAL?-		
	TOTAL	<HS	HIGH SCHOOL	COLL.	<$20K	$20-$40K	$40-$75K	$75K+	<5 YRS	5-10	10-20	20+	<2 YRS	2-10	10+
B 1	751	95	435	217	160	231	155	49	219	158	136	123	321	335	94
REGION															
Northeast	20%	16%	18%	27%	16%	23%	16%	37%	21%	18%	22%	19%	19%	21%	21%
Midwest	25%	21%	28%	21%	23%	22%	34%	18%	24%	25%	24%	28%	26%	23%	24%
South	34%	45%	34%	31%	42%	35%	25%	27%	40%	32%	29%	29%	36%	33%	34%
West	21%	18%	21%	21%	20%	19%	26%	18%	15%	25%	25%	24%	19%	23%	20%
1.Do you currently hold a job in a restaurant or hotel in which gratuities or tips account for a significant portion of your income?															
Yes	15%	14%	18%	10%	18%	18%	14%	6%	0%	0%	0%	0%	12%	16%	23%
No	85%	86%	82%	90%	82%	82%	86%	94%	100%	100%	100%	100%	88%	84%	77%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2.Have you ever held such a position?															
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3.Approximately how long ago did you last hold such a position?															
Less than 5 years	34%	37%	37%	28%	37%	41%	29%	26%	100%	0%	0%	0%	40%	32%	21%
5-10 years	25%	21%	27%	23%	24%	27%	28%	30%	0%	100%	0%	0%	21%	30%	21%
10-20 years	21%	16%	18%	29%	15%	18%	26%	17%	0%	0%	100%	0%	20%	21%	31%
More than 20 years	19%	27%	17%	20%	25%	15%	17%	26%	0%	0%	0%	100%	20%	17%	28%
DK/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4.Considering ALL jobs you have held in which you received tips, how long in total have you worked in a tipped position?															
Less than 1 year	18%	16%	18%	18%	16%	16%	19%	18%	22%	11%	15%	19%	41%	0%	0%
1-2 years	25%	16%	25%	30%	21%	26%	22%	37%	29%	25%	26%	26%	59%	0%	0%
2-5 years	29%	27%	28%	32%	27%	33%	31%	24%	30%	29%	33%	28%	0%	65%	0%
5-10 years	15%	12%	17%	13%	19%	15%	16%	16%	11%	25%	10%	11%	0%	35%	0%
More than 10 years	13%	28%	12%	6%	16%	10%	12%	4%	7%	9%	16%	16%	0%	0%	100%
DK/Refused	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		*--SERVICE EMPLOYMENT--*		*--USEFULNESS--*			*--HELPED DEVELOP SKILLS--*		*--GOOD EXPERIENCE--*		*--WOULD RECOMMEND--*	
	TOTAL	CURRENT	FORMER	VERY	SOME-WHAT	NOT	YES	NO	YES	NO	YES	NO
C 1	751	115	636	267	321	158	614	116	701	45	592	129
REGION												
Northeast	20%	20%	20%	17%	21%	23%	19%	23%	20%	18%	20%	16%
Midwest	25%	25%	25%	24%	26%	25%	25%	27%	25%	29%	25%	24%
South	34%	37%	33%	38%	33%	28%	34%	33%	34%	33%	34%	37%
West	21%	17%	21%	20%	20%	23%	22%	17%	21%	20%	20%	22%
1.Do you currently hold a job in a restaurant or hotel in which gratuities or tips account for a significant portion of your income?												
Yes	15%	100%	0%	19%	14%	11%	15%	12%	15%	13%	15%	16%
No	85%	0%	100%	81%	86%	89%	85%	88%	85%	87%	85%	84%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2.Have you ever held such a position?												
Yes	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3.Approximately how long ago did you last hold such a position?												
Less than 5 years	34%	0%	34%	36%	34%	33%	35%	35%	34%	38%	36%	31%
5-10 years	25%	0%	25%	24%	28%	21%	26%	20%	25%	23%	24%	31%
10-20 years	21%	0%	21%	19%	22%	24%	21%	23%	21%	23%	20%	24%
More than 20 years	19%	0%	19%	21%	16%	23%	18%	23%	20%	15%	20%	14%
DK/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4.Considering ALL jobs you have held in which you received tips, how long in total have you worked in a tipped position?												
Less than ' year	18%	18%	17%	13%	19%	21%	15%	30%	18%	18%	17%	18%
1-2 years	25%	16%	27%	17%	31%	27%	26%	23%	25%	33%	25%	25%
2-5 years	29%	24%	30%	30%	30%	27%	29%	34%	29%	29%	30%	28%
5-10 years	15%	23%	14%	17%	13%	16%	17%	5%	16%	9%	16%	15%
More than 10 years	13%	19%	11%	22%	7%	8%	14%	7%	13%	11%	12%	15%
DK/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 2	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
5.Was your most recent experience working in a tipped position in a restaurant or in a hotel?															
Restaurant	89%	90%	89%	89%	87%	83%	91%	93%	90%	84%	85%	87%	90%	92%	89%
Hotel	9%	8%	10%	9%	12%	13%	8%	6%	9%	13%	12%	10%	9%	8%	10%
DK/Refused	2%	2%	2%	2%	2%	3%	1%	1%	1%	2%	4%	4%	1%	0%	1%
6.In terms of developing skills useful in your later work experience, was working in a hotel or restaurant for tips very helpful, somewhat helpful, not very helpful, or not at all helpful to you?															
Very helpful	36%	30%	35%	40%	35%	34%	36%	30%	33%	39%	43%	33%	32%	28%	41%
S'what helpful	43%	45%	44%	41%	42%	43%	43%	52%	43%	39%	31%	45%	47%	44%	39%
Not very helpful	10%	9%	10%	10%	10%	10%	10%	9%	10%	10%	12%	10%	9%	9%	10%
Not at all helpful	11%	14%	11%	8%	13%	12%	11%	8%	12%	11%	14%	11%	12%	18%	9%
Don't Know	1%	1%	0%	2%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%
7.Now I'd like to ask you about your experience working in a tipped position in a restaurant or hotel. . . . Here's the first one. -- Responsibility															
Very important	56%	51%	56%	60%	54%	46%	59%	57%	50%	56%	63%	46%	62%	48%	63%
S'what important	33%	36%	39%	29%	31%	38%	31%	35%	40%	30%	25%	40%	30%	39%	29%
Not important	10%	13%	5%	10%	14%	15%	9%	8%	10%	13%	11%	14%	7%	14%	8%
Don't Know	1%	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%	1%	1%	0%	0%
Ability to get along with all kinds of people.															
Very important	84%	81%	81%	87%	85%	79%	85%	86%	81%	84%	82%	79%	88%	84%	85%
S'what important	11%	13%	15%	8%	12%	16%	10%	11%	13%	9%	12%	15%	7%	11%	10%
Not important	5%	7%	4%	5%	4%	5%	5%	3%	5%	6%	6%	5%	5%	5%	5%
Don't Know	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%

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SERVICE EMPLOYEES FEBRUARY 1992		---EDUCATION---			---INCOME---				---SERVICE EMPLOYMENT--						
									-HOW MANY YRS AGO?-				-HOW LONG TOTAL?-		
	TOTAL	<HS	HIGH SCHOOL	COLL.	<$20K	$20-$40K	$40-$75K	$75K+	<5 YRS	5-10	10-20	20+	<2 YRS	2-10	10+
B 2	751	95	435	217	160	231	155	49	219	158	136	123	321	335	94
5.Was your most recent experience working in a tipped position in a restaurant or in a hotel?															
Restaurant	89%	81%	90%	90%	89%	91%	86%	88%	92%	86%	88%	90%	88%	90%	87%
Hotel	9%	18%	9%	8%	10%	8%	12%	8%	8%	12%	8%	8%	10%	9%	9%
DK/Refused	2%	1%	2%	2%	1%	0%	2%	4%	0%	2%	4%	2%	1%	1%	4%
6.In terms of developing skills useful in your later work experience, was working in a hotel or restaurant for tips very helpful, somewhat helpful, not very helpful, or not at all helpful to you?															
Very helpful	36%	46%	34%	33%	46%	32%	36%	22%	35%	32%	31%	37%	25%	38%	63%
S'what helpful	43%	35%	42%	47%	38%	42%	45%	59%	43%	49%	44%	37%	50%	41%	23%
Not very helpful	10%	9%	11%	9%	7%	10%	12%	2%	10%	8%	11%	11%	9%	11%	6%
Not at all helpful	11%	9%	12%	11%	8%	15%	8%	14%	11%	11%	13%	15%	14%	9%	7%
Don't Know	1%	0%	1%	0%	1%	1%	0%	2%	1%	0%	1%	0%	1%	1%	0%
7.Now I'd like to ask you about your experience working in a tipped position in a restaurant or hotel. . . . Here's the first one. -- Responsibility															
Very important	56%	64%	59%	46%	59%	58%	52%	45%	55%	54%	52%	56%	47%	58%	78%
S'what important	33%	27%	31%	40%	35%	33%	39%	27%	37%	32%	35%	32%	40%	32%	16%
Not important	10%	8%	9%	14%	6%	9%	9%	24%	8%	13%	12%	11%	12%	9%	6%
Don't Know	1%	0%	0%	1%	0%	1%	0%	4%	0%	1%	1%	1%	0%	1%	0%
Ability to get along with all kinds of people.															
Very important	84%	79%	86%	81%	88%	87%	85%	67%	86%	79%	88%	77%	78%	88%	90%
S'what important	11%	11%	10%	15%	9%	8%	13%	24%	10%	14%	8%	16%	16%	9%	4%
Not important	5%	9%	4%	4%	4%	5%	2%	8%	4%	7%	4%	6%	7%	3%	5%
Don't Know	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		--SERVICE EMPLOYMENT--		--USEFULNESS--			--HELPED DEVELOP SKILLS--		--GOOD EXPERIENCE--		--WOULD RECOMMEND--	
C 2	TOTAL 751	CURRENT 115	FORMER 636	VERY 267	SOME-WHAT 321	NOT 158	YES 614	NO 116	YES 701	NO 45	YES 592	NO 129
5.Was your most recent experience working in a tipped position in a restaurant or in a hotel?												
Restaurant	89%	87%	89%	88%	90%	88%	89%	89%	89%	80%	90%	83%
Hotel	9%	12%	9%	9%	10%	9%	9%	9%	9%	18%	8%	12%
DK/Refused	2%	1%	2%	3%	1%	3%	1%	2%	2%	2%	1%	5%
6.In terms of developing skills useful in your later work experience, was working in a hotel or restaurant for tips very helpful, somewhat helpful, not very helpful, or not at all helpful to you?												
Very helpful	36%	44%	34%	100%	0%	0%	39%	18%	37%	13%	39%	19%
S'what helpful	43%	38%	44%	0%	100%	0%	46%	25%	42%	47%	43%	40%
Not very helpful	10%	10%	10%	0%	0%	47%	7%	24%	10%	13%	8%	19%
Not at all helpful	11%	5%	12%	0%	0%	53%	7%	32%	10%	24%	9%	22%
Don't Know	1%	2%	0%	0%	0%	0%	0%	1%	1%	2%	1%	0%
7.Now I'd like to ask you about your experience working in a tipped position in a restaurant or hotel. . . . Here's the first one. -- Responsibility												
Very important	56%	64%	54%	76%	48%	39%	59%	40%	57%	31%	58%	47%
S'what important	33%	29%	34%	20%	43%	37%	34%	32%	33%	31%	34%	26%
Not important	10%	7%	11%	4%	8%	24%	7%	28%	9%	38%	7%	26%
Don't Know	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%
Ability to get along with all kinds of people.												
Very important	84%	86%	83%	91%	86%	67%	88%	66%	85%	53%	86%	71%
S'what important	11%	9%	12%	6%	12%	19%	9%	22%	10%	33%	10%	17%
Not important	5%	5%	5%	3%	2%	13%	3%	11%	4%	13%	4%	12%
Don't Know	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 3	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
Self-management or being a "self-starter."															
Very important	53%	41%	53%	55%	58%	47%	55%	46%	51%	58%	60%	46%	58%	43%	57%
S'what important	32%	37%	32%	32%	28%	33%	32%	39%	33%	26%	27%	34%	31%	39%	30%
Not important	14%	20%	13%	11%	12%	19%	12%	14%	16%	14%	9%	19%	9%	15%	12%
Don't Know	2%	2%	1%	2%	2%	1%	2%	1%	0%	2%	4%	1%	1%	3%	1%
Integrity and honesty.															
Very important	69%	62%	72%	70%	71%	55%	74%	63%	66%	73%	76%	56%	71%	63%	79%
S'what important	21%	24%	18%	21%	20%	29%	17%	26%	23%	16%	12%	30%	20%	30%	11%
Not important	10%	14%	9%	9%	9%	15%	8%	10%	10%	10%	12%	14%	8%	8%	9%
Don't Know	1%	0%	2%	0%	1%	0%	1%	0%	1%	1%	1%	0%	0%	0%	1%
Decision making.															
Very important	44%	39%	40%	50%	47%	43%	45%	44%	39%	39%	56%	29%	43%	45%	57%
S'what important	38%	41%	44%	36%	33%	38%	38%	40%	42%	39%	30%	47%	42%	36%	30%
Not important	17%	20%	17%	14%	20%	19%	16%	15%	19%	22%	14%	24%	15%	18%	13%
Don't Know	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%
Problem solving.															
Very important	40%	38%	37%	46%	39%	32%	44%	33%	41%	43%	48%	31%	44%	35%	48%
S'what important	40%	38%	46%	37%	42%	44%	39%	50%	41%	33%	32%	44%	39%	41%	39%
Not important	19%	25%	17%	16%	18%	23%	17%	17%	18%	23%	18%	25%	16%	23%	13%
Don't Know	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%
Communication skills.															
Very important	79%	80%	76%	79%	81%	73%	81%	79%	79%	80%	76%	79%	78%	68%	82%
S'what important	16%	15%	17%	18%	15%	21%	15%	16%	16%	13%	19%	15%	16%	28%	14%
Not important	5%	5%	7%	4%	4%	6%	5%	5%	5%	7%	5%	6%	6%	3%	5%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Listening and understanding.															
Very important	74%	70%	71%	78%	76%	65%	77%	71%	71%	76%	81%	68%	78%	73%	77%
S'what important	20%	22%	23%	17%	19%	27%	17%	24%	23%	16%	14%	25%	15%	20%	18%
Not important	6%	7%	6%	5%	5%	8%	5%	5%	6%	7%	5%	7%	7%	7%	4%
Don't Know	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		---EDUCATION---			---INCOME---				---SERVICE EMPLOYMENT--						
									-HOW MANY YRS AGO?-				-HOW LONG TOTAL?-		
	TOTAL	<HS	HIGH SCHOOL	COLL.	<$20K	$20-$40K	$40-$75K	$75K+	<5 YRS	5-10	10-20	20+	<2 YRS	2-10	10+
B 3	751	95	435	217	160	231	155	49	219	158	136	123	321	335	94
Self-management or being a "self-starter."															
Very important	53%	57%	55%	46%	57%	54%	51%	37%	52%	54%	49%	49%	43%	56%	76%
S'what important	32%	25%	33%	34%	29%	33%	35%	35%	34%	28%	34%	33%	36%	34%	14%
Not important	14%	13%	10%	21%	12%	13%	14%	27%	13%	17%	15%	15%	20%	10%	6%
Don't Know	2%	5%	2%	0%	2%	1%	0%	2%	1%	1%	1%	3%	2%	1%	4%
Integrity and honesty.															
Very important	69%	84%	72%	55%	82%	72%	61%	41%	68%	66%	65%	72%	60%	71%	88%
S'what important	21%	7%	19%	29%	11%	18%	30%	37%	21%	23%	26%	12%	26%	20%	6%
Not important	10%	7%	8%	15%	7%	10%	8%	20%	11%	10%	8%	15%	13%	8%	5%
Don't Know	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	1%	1%	1%	0%
Decision making.															
Very important	44%	66%	47%	30%	55%	47%	34%	22%	44%	46%	40%	37%	38%	44%	68%
S'what important	38%	25%	37%	45%	35%	35%	49%	37%	43%	33%	36%	41%	40%	40%	23%
Not important	17%	8%	15%	24%	10%	17%	17%	41%	12%	21%	24%	21%	21%	16%	9%
Don't Know	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%
Problem solving.															
Very important	40%	49%	41%	35%	44%	45%	34%	27%	36%	35%	41%	36%	35%	40%	61%
S'what important	40%	33%	43%	39%	44%	36%	50%	29%	44%	47%	40%	34%	42%	43%	28%
Not important	19%	17%	15%	25%	12%	19%	16%	45%	19%	17%	18%	28%	23%	16%	11%
Don't Know	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	1%	2%	0%	1%	1%
Communication skills.															
Very important	79%	71%	82%	76%	79%	81%	81%	67%	81%	77%	81%	70%	74%	80%	90%
S'what important	16%	21%	14%	19%	14%	16%	16%	27%	15%	15%	16%	22%	18%	17%	6%
Not important	5%	8%	5%	5%	8%	3%	3%	6%	4%	8%	3%	8%	8%	3%	3%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Listening and understanding.															
Very important	74%	78%	78%	65%	81%	77%	72%	55%	75%	75%	71%	73%	67%	76%	91%
S'what important	20%	16%	16%	29%	14%	20%	23%	35%	19%	20%	25%	18%	24%	20%	4%
Not important	6%	6%	6%	6%	5%	3%	6%	10%	6%	6%	4%	8%	9%	3%	4%
Don't Know	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

SERVICE EMPLOYEES FEBRUARY 1992		--SERVICE EMPLOYMENT--		--USEFULNESS--			--HELPED DEVELOP SKILLS--		--GOOD EXPERIENCE--		--WOULD RECOMMEND--	
	TOTAL	CURRENT	FORMER	VERY	SOME-WHAT	NOT	YES	NO	YES	NO	YES	NO
C 3	751	115	636	267	321	158	614	116	701	45	592	129
Self-management or being a "self-starter."												
Very important	53%	61%	51%	68%	48%	35%	56%	34%	54%	36%	55%	45%
S'what important	32%	31%	32%	25%	38%	34%	34%	28%	33%	24%	33%	26%
Not important	14%	7%	15%	6%	13%	28%	9%	36%	12%	38%	11%	26%
Don't Know	2%	1%	2%	1%	1%	4%	2%	2%	2%	2%	1%	3%
Integrity and honesty.												
Very important	69%	74%	68%	83%	64%	53%	72%	49%	70%	42%	72%	57%
S'what important	21%	17%	21%	10%	27%	25%	19%	28%	20%	29%	19%	25%
Not important	10%	7%	11%	7%	8%	20%	8%	22%	9%	27%	8%	18%
Don't Know	1%	2%	0%	0%	1%	2%	1%	1%	1%	2%	1%	1%
Decision making.												
Very important	44%	57%	42%	61%	38%	28%	48%	26%	46%	27%	46%	40%
S'what important	38%	34%	39%	33%	42%	39%	39%	35%	39%	33%	40%	32%
Not important	17%	10%	19%	5%	19%	33%	12%	38%	16%	40%	15%	27%
Don't Know	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	2%
Problem solving.												
Very important	40%	60%	37%	58%	33%	24%	43%	27%	42%	18%	43%	30%
S'what important	40%	30%	42%	34%	48%	37%	43%	32%	41%	38%	40%	40%
Not important	19%	10%	20%	7%	18%	39%	14%	41%	17%	44%	16%	28%
Don't Know	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	2%
Communication skills.												
Very important	79%	82%	78%	88%	78%	63%	84%	54%	80%	49%	81%	67%
S'what important	16%	15%	17%	8%	19%	25%	14%	29%	15%	36%	15%	23%
Not important	5%	3%	5%	3%	3%	12%	3%	16%	4%	16%	4%	10%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Listening and understanding.												
Very important	74%	77%	74%	88%	72%	57%	79%	51%	76%	51%	78%	60%
S'what important	20%	19%	20%	10%	23%	30%	17%	30%	19%	38%	17%	31%
Not important	6%	3%	6%	3%	5%	12%	3%	18%	5%	11%	5%	9%
Don't Know	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%

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SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 4	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
Mathematics or arithmetic.															
Very important	49%	46%	48%	52%	49%	37%	53%	43%	45%	45%	66%	36%	52%	47%	59%
S'what important	30%	28%	34%	29%	29%	34%	29%	33%	35%	33%	17%	42%	29%	28%	22%
Not important	20%	25%	18%	19%	21%	28%	18%	24%	19%	21%	15%	22%	19%	24%	18%
Don't Know	1%	1%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%
Writing.															
Very important	27%	24%	28%	31%	25%	20%	30%	19%	23%	30%	45%	16%	25%	25%	38%
S'what important	31%	28%	33%	32%	31%	24%	34%	36%	34%	24%	26%	28%	35%	35%	31%
Not important	41%	47%	39%	37%	44%	56%	35%	45%	43%	45%	27%	55%	40%	40%	30%
Don't Know	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	2%	0%	0%	0%	1%
Understanding and following directions.															
Very important	62%	56%	60%	65%	63%	57%	63%	59%	58%	64%	69%	53%	63%	55%	70%
S'what important	28%	32%	32%	23%	28%	27%	29%	29%	32%	27%	23%	35%	29%	32%	21%
Not important	10%	12%	8%	11%	9%	16%	8%	11%	10%	9%	8%	12%	8%	14%	9%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8.Which of the following statements is closer to your own view?															
The experience of working in a restaurant or hotel wasn't very helpful to me in terms of developing good attitudes or job skills.	15%	18%	17%	15%	13%	18%	15%	17%	17%	14%	13%	16%	16%	20%	13%
I learned a lot from working in a restaurant or hotel that has or will help me in other types of employment.	82%	78%	81%	82%	87%	79%	83%	81%	80%	84%	83%	80%	83%	76%	84%
Don't Know	3%	5%	2%	4%	1%	3%	3%	3%	3%	1%	4%	4%	1%	3%	3%

SERVICE EMPLOYEES FEBRUARY 1992		---EDUCATION---			---INCOME---				---SERVICE EMPLOYMENT--						
									-HOW MANY YRS AGO?-				-HOW LONG TOTAL?-		
B 4	TOTAL 751	<HS 95	HIGH SCHOOL 435	COLL. 217	<$20K 160	$20-$40K 231	$40-$75K 155	$75K+ 49	<5 YRS 219	5-10 158	10-20 136	20+ 123	<2 YRS 321	2-10 335	10+ 94
Mathematics or arithmetic.															
Very important	49%	71%	54%	29%	54%	53%	42%	24%	46%	51%	49%	51%	40%	51%	71%
S'what important	30%	14%	28%	43%	26%	27%	39%	51%	28%	32%	34%	29%	35%	29%	18%
Not important	20%	14%	18%	28%	19%	20%	19%	24%	26%	16%	18%	19%	24%	19%	11%
Don't Know	1%	2%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%
Writing.															
Very important	27%	46%	31%	12%	37%	30%	15%	8%	24%	23%	26%	37%	23%	25%	52%
S'what important	31%	28%	34%	28%	35%	35%	34%	14%	31%	39%	29%	22%	29%	35%	26%
Not important	41%	24%	35%	60%	28%	35%	51%	78%	46%	37%	45%	40%	48%	40%	22%
Don't Know	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	0%	1%	0%
Understanding and following directions.															
Very important	62%	73%	66%	50%	68%	62%	58%	43%	59%	58%	63%	63%	57%	60%	81%
S'what important	28%	20%	26%	37%	25%	27%	32%	43%	31%	31%	27%	26%	32%	29%	14%
Not important	10%	7%	9%	13%	8%	11%	10%	14%	11%	11%	10%	11%	11%	11%	5%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8.Which of the following statements is closer to your own view?															
The experience of working in a restaurant or hotel wasn't very helpful to me in terms of developing good attitudes or job skills.	15%	18%	13%	20%	12%	13%	17%	22%	16%	13%	17%	19%	19%	14%	9%
I learned a lot from working in a restaurant or hotel that has or will help me in other types of employment.	82%	79%	86%	76%	86%	84%	81%	69%	82%	85%	80%	78%	78%	84%	88%
Don't Know	3%	3%	2%	5%	3%	3%	2%	8%	1%	3%	3%	3%	3%	2%	3%

SERVICE EMPLOYEES FEBRUARY 1992		--SERVICE EMPLOYMENT--		--USEFULNESS--			--HELPED DEVELOP SKILLS--		--GOOD EXPERIENCE--		--WOULD RECOMMEND--	
	TOTAL	CURRENT	FORMER	VERY	SOME-WHAT	NOT	YES	NO	YES	NO	YES	NO
C 4	751	115	636	267	321	158	614	116	701	45	592	129
Mathematics or arithmetic.												
Very important	49%	51%	49%	64%	41%	41%	51%	40%	50%	36%	50%	47%
S'what important	30%	28%	31%	21%	37%	31%	30%	27%	30%	29%	31%	24%
Not important	20%	19%	21%	14%	21%	28%	18%	34%	19%	36%	18%	29%
Don't Know	1%	2%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%
Writing.												
Very important	27%	32%	27%	41%	18%	23%	29%	19%	28%	20%	28%	27%
S'what important	31%	34%	31%	28%	37%	26%	33%	26%	32%	18%	35%	19%
Not important	41%	33%	42%	31%	44%	51%	37%	55%	40%	62%	37%	54%
Don't Know	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Understanding and following directions.												
Very important	62%	68%	61%	76%	59%	44%	67%	41%	63%	47%	64%	52%
S'what important	28%	23%	29%	19%	29%	43%	26%	40%	28%	36%	27%	34%
Not important	10%	9%	10%	6%	12%	13%	8%	20%	10%	18%	9%	14%
Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8.Which of the following statements is closer to your own view?												
The experience of working in a restaurant or hotel wasn't very helpful to me in terms of developing good attitudes or job skills.	15%	12%	16%	8%	9%	41%	0%	100%	14%	40%	12%	31%
I learned a lot from working in a restaurant or hotel that has or will help me in other types of employment.	82%	83%	82%	90%	88%	56%	100%	0%	84%	51%	85%	64%
Don't Know	3%	5%	2%	2%	3%	3%	0%	0%	2%	9%	2%	5%

SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 5	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
9.For each of the following statement, please tell me if you agree or disagree with that statement. -- I'm glad I had the experience of working in a restaurant or hotel for tips.															
Agree	93%	94%	93%	93%	93%	90%	95%	92%	95%	94%	94%	93%	94%	88%	95%
Disagree	6%	5%	7%	6%	6%	10%	5%	8%	4%	5%	6%	7%	6%	10%	4%
Don't Know	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%	1%	2%	1%
I would recommend to young people today that they seek the experience of working in a restaurant or hotel for tips.															
Agree	79%	78%	80%	79%	78%	74%	81%	80%	79%	82%	75%	77%	84%	76%	78%
Disagree	17%	14%	17%	19%	19%	21%	16%	18%	15%	13%	21%	20%	11%	20%	18%
Don't Know	4%	8%	4%	2%	4%	4%	4%	2%	6%	4%	4%	3%	6%	3%	4%
10.Age.															
18-29	32%	30%	30%	38%	26%	45%	27%	100%	0%	0%	0%	26%	35%	40%	32%
30-39	29%	28%	32%	30%	28%	25%	31%	0%	100%	0%	0%	30%	30%	34%	27%
40-49	18%	26%	17%	11%	22%	14%	19%	0%	0%	100%	0%	28%	15%	14%	13%
50-64	11%	9%	12%	11%	13%	6%	13%	0%	0%	0%	55%	10%	14%	6%	12%
65-Up	9%	6%	8%	11%	12%	8%	10%	0%	0%	0%	45%	5%	6%	7%	16%
Refused	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
11.Education.															
0-11	13%	10%	11%	17%	11%	6%	15%	9%	10%	10%	25%	4%	6%	9%	24%
12 - High school	31%	30%	34%	31%	28%	27%	32%	35%	27%	24%	37%	13%	34%	42%	40%
12+ - some college	27%	21%	30%	26%	31%	25%	28%	29%	29%	27%	22%	24%	37%	25%	24%
College graduate	19%	24%	16%	16%	21%	27%	15%	17%	25%	20%	10%	35%	16%	22%	6%
Graduate degree	10%	14%	9%	10%	8%	14%	9%	9%	9%	20%	6%	23%	7%	2%	5%
DK/Refused	1%	1%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%

SERVICE EMPLOYEES FEBRUARY 1992		---EDUCATION---			---INCOME---				---SERVICE EMPLOYMENT--						
									-HOW MANY YRS AGO?-				-HOW LONG TOTAL?-		
	TOTAL	<HS	HIGH SCHOOL	COLL.	<$20K	$20-$40K	$40-$75K	$75K+	<5 YRS	5-10	10-20	20+	<2 YRS	2-10	10+
B 5	751	95	435	217	160	231	155	49	219	158	136	123	321	335	94
9.For each of the following statement, please tell me if you agree or disagree with that statement. -- I'm glad I had the experience of working in a restaurant or hotel for tips.															
Agree	93%	94%	94%	91%	95%	96%	92%	88%	93%	93%	93%	95%	92%	94%	95%
Disagree	6%	6%	5%	8%	4%	3%	8%	12%	7%	6%	7%	5%	7%	5%	5%
Don't Know	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	0%
I would recommend to young people today that they seek the experience of working in a restaurant or hotel for tips.															
Agree	79%	79%	79%	78%	84%	81%	84%	73%	82%	75%	76%	84%	78%	81%	73%
Disagree	17%	18%	17%	17%	12%	16%	13%	20%	16%	21%	19%	12%	17%	16%	20%
Don't Know	4%	3%	3%	5%	4%	3%	3%	6%	2%	4%	5%	4%	5%	3%	6%
10.Age.															
18-29	32%	23%	35%	29%	28%	34%	30%	37%	62%	30%	7%	0%	44%	28%	5%
30-39	29%	23%	28%	35%	28%	32%	37%	22%	26%	36%	47%	6%	30%	30%	24%
40-49	18%	14%	16%	25%	13%	19%	23%	27%	9%	18%	27%	29%	15%	21%	18%
50-64	11%	16%	13%	7%	13%	10%	8%	8%	3%	10%	10%	32%	7%	13%	22%
65-Up	9%	24%	8%	5%	18%	5%	3%	6%	0%	6%	8%	33%	5%	8%	29%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%
11.Education.															
0-11	13%	100%	0%	0%	27%	8%	6%	0%	14%	11%	10%	18%	9%	11%	29%
12 - High school	31%	0%	53%	0%	41%	34%	23%	12%	32%	35%	22%	29%	29%	31%	36%
12+ - some college	27%	0%	47%	0%	24%	32%	28%	20%	29%	26%	26%	21%	29%	28%	19%
College graduate	19%	0%	0%	64%	6%	15%	30%	43%	19%	16%	26%	20%	21%	19%	12%
Graduate degree	10%	0%	0%	36%	3%	11%	14%	24%	6%	12%	16%	12%	12%	11%	3%
DK/Refused	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%

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SERVICE EMPLOYEES FEBRUARY 1992		--SERVICE EMPLOYMENT--		--USEFULNESS--			--HELPED DEVELOP SKILLS--		--GOOD EXPERIENCE--		--WOULD RECOMMEND--	
C 5	TOTAL 751	CURRENT 115	FORMER 636	VERY 267	SOME-WHAT 321	NOT 158	YES 614	NO 116	YES 701	NO 45	YES 592	NO 129
9.For each of the following statement, please tell me if you agree or disagree with that statement. -- I'm glad I had the experience of working in a restaurant or hotel for tips.												
Agree	93%	94%	93%	97%	92%	89%	95%	84%	100%	0%	98%	74%
Disagree	6%	5%	6%	2%	7%	11%	4%	16%	0%	100%	2%	25%
Don't Know	1%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%
I would recommend to young people today that they seek the experience of working in a restaurant or hotel for tips.												
Agree	79%	76%	79%	87%	79%	65%	82%	63%	83%	27%	100%	0%
Disagree	17%	18%	17%	9%	16%	33%	13%	34%	14%	71%	0%	100%
Don't Know	4%	6%	4%	4%	5%	2%	4%	3%	4%	2%	0%	0%
10.Age.												
18-29	32%	40%	30%	27%	38%	27%	31%	34%	31%	42%	32%	34%
30-39	29%	30%	29%	28%	30%	30%	29%	32%	30%	20%	29%	26%
40-49	18%	12%	19%	20%	17%	18%	19%	16%	18%	16%	19%	14%
50-64	11%	9%	12%	12%	10%	13%	11%	9%	11%	13%	11%	13%
65-Up	9%	8%	10%	13%	5%	12%	10%	9%	9%	9%	9%	12%
Refused	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
11.Education.												
0-11	13%	11%	13%	16%	10%	11%	12%	15%	13%	13%	13%	13%
12 - High school	31%	36%	30%	33%	28%	33%	32%	24%	31%	27%	31%	33%
12+ - some college	27%	31%	26%	23%	30%	28%	28%	23%	27%	20%	28%	26%
College graduate	19%	11%	20%	18%	21%	15%	17%	22%	18%	27%	18%	18%
Graduate degree	10%	8%	11%	9%	11%	12%	10%	15%	10%	13%	10%	11%
DK/Refused	1%	3%	,0%	1%	1%	0%	0%	1%	0%	0%	1%	0%

SERVICE EMPLOYEES FEBRUARY 1992		---REGION---				--GENDER--		---AGE---				--OCCUPATION--			
A 6	TOTAL 751	NORTH EAST 152	MID WEST 187	SOUTH 256	WEST 156	MALE 201	FEM 550	18-29 238	30-39 221	40-49 135	50+ 155	PROF/ EXEC. 220	CLER./ TECH./ BC SPVSR 161	BLUE COLLAR 88	OTHER 282
12.Occupation.															
Professional	7%	6%	7%	7%	10%	8%	7%	6%	9%	11%	5%	25%	0%	0%	0%
Executive	5%	5%	5%	4%	5%	8%	4%	5%	6%	6%	2%	16%	0%	0%	0%
Management	17%	19%	16%	16%	19%	22%	15%	13%	16%	29%	14%	58%	0%	0%	0%
Clerical/Technical	17%	16%	18%	15%	20%	7%	21%	17%	18%	15%	19%	0%	80%	0%	0%
Blue Collar Supervisor	4%	1%	5%	5%	6%	4%	4%	7%	5%	3%	1%	0%	20%	0%	0%
Skilled Blue Collar	11%	13%	8%	13%	7%	19%	7%	13%	12%	9%	6%	0%	0%	91%	0%
Blue Collar Misc.	1%	0%	2%	2%	1%	1%	1%	2%	1%	0%	1%	0%	0%	9%	0%
Other Blue Collar	28%	29%	29%	30%	23%	20%	31%	29%	28%	22%	32%	0%	0%	0%	75%
Other/DK	9%	10%	10%	9%	10%	9%	10%	8%	6%	5%	19%	0%	0%	0%	25%
13.Income.															
Below $30K, but ref. category	5%	3%	4%	6%	4%	2%	6%	6%	1%	5%	8%	1%	4%	6%	7%
Under $10,000	8%	5%	10%	9%	6%	3%	9%	3%	10%	6%	14%	1%	9%	7%	13%
$10K-$19,999	13%	11%	10%	17%	15%	11%	14%	16%	10%	9%	19%	6%	12%	14%	20%
$20K-$29,999	16%	21%	14%	15%	15%	14%	17%	18%	17%	16%	12%	11%	20%	17%	17%
$30K-$39,999	15%	14%	13%	17%	14%	16%	15%	15%	17%	16%	11%	19%	12%	17%	13%
$40K-$49,999	8%	5%	15%	6%	6%	12%	7%	8%	10%	9%	6%	9%	9%	10%	6%
$50K-$74,999	13%	11%	13%	9%	19%	13%	12%	12%	16%	17%	5%	22%	11%	9%	7%
$75,000 or more	7%	12%	5%	5%	6%	13%	4%	8%	5%	10%	5%	12%	7%	6%	2%
$30K or more but ref. category	6%	5%	6%	6%	6%	7%	6%	5%	6%	7%	7%	9%	6%	8%	4%
DK/Refused	10%	11%	11%	10%	8%	8%	11%	11%	8%	6%	15%	10%	9%	7%	11%
14.Race.															
Black	6%	5%	4%	11%	3%	9%	5%	8%	5%	4%	6%	4%	9%	13%	5%
White	86%	91%	92%	81%	84%	78%	89%	84%	89%	87%	87%	87%	86%	82%	87%
Hispanic	3%	1%	1%	4%	6%	6%	2%	5%	2%	4%	1%	3%	2%	5%	4%
Asian	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%
Other	2%	1%	1%	1%	3%	4%	1%	1%	1%	3%	2%	3%	1%	0%	2%
DK/Refused	2%	1%	2%	3%	3%	2%	2%	1%	2%	1%	3%	3%	2%	1%	2%
15.Sex.															
Male	27%	32%	24%	25%	28%	100%	0%	38%	23%	21%	19%	35%	15%	48%	21%
Female	73%	68%	76%	75%	72%	0%	100%	62%	77%	79%	81%	65%	85%	52%	79%

SERVICE EMPLOYEES FEBRUARY 1992		---*EDUCATION*---			---*INCOME*---				---*SERVICE EMPLOYMENT*--						
									-*HOW MANY YRS AGO?*-				-*HOW LONG TOTAL?*-		
	TOTAL	<HS	HIGH SCHOOL	COLL.	<$20K	$20-$40K	$40-$75K	$75K+	<5 YRS	5-10	10-20	20+	<2 YRS	2-10	10+
B 6	751	95	435	217	160	231	155	49	219	158	136	123	321	335	94
12.Occupation.															
Professional	7%	1%	2%	21%	1%	4%	14%	22%	6%	6%	11%	10%	9%	7%	3%
Executive	5%	1%	3%	10%	1%	5%	5%	10%	5%	4%	10%	2%	5%	4%	5%
Management	17%	7%	13%	29%	8%	19%	25%	20%	16%	20%	21%	21%	17%	19%	11%
Clerical/Technical	17%	9%	21%	13%	18%	17%	15%	22%	21%	18%	18%	17%	19%	17%	12%
Blue Collar Supervisor	4%	1%	5%	4%	4%	5%	6%	2%	5%	4%	4%	2%	5%	4%	4%
Skilled Blue Collar	11%	8%	12%	10%	11%	10%	10%	10%	13%	9%	11%	12%	10%	12%	5%
Blue Collar Misc.	1%	0%	2%	0%	0%	3%	1%	0%	0%	1%	1%	0%	1%	1%	1%
Other Blue Collar	28%	58%	32%	7%	44%	29%	16%	8%	23%	27%	18%	21%	22%	30%	44%
Other/DK	9%	14%	10%	6%	14%	8%	8%	4%	11%	9%	7%	15%	11%	6%	15%
13.Income.															
Below $30K, but ref. category	5%	7%	6%	1%	0%	0%	0%	0%	5%	4%	7%	5%	5%	4%	9%
Under $10,000	8%	25%	7%	2%	37%	0%	0%	0%	6%	9%	4%	13%	7%	7%	12%
$10K-$19,999	13%	20%	17%	4%	63%	0%	0%	0%	16%	11%	10%	14%	11%	15%	16%
$20K-$29,999	16%	13%	18%	12%	0%	52%	0%	0%	20%	21%	11%	8%	14%	17%	16%
$30K-$39,999	15%	6%	16%	16%	0%	48%	0%	0%	16%	11%	14%	15%	16%	16%	9%
$40K-$49,999	8%	5%	8%	11%	0%	0%	39%	0%	9%	9%	10%	6%	8%	7%	12%
$50K-$74,999	13%	4%	10%	21%	0%	0%	61%	0%	9%	15%	16%	13%	12%	14%	7%
$75,000 or more	7%	0%	4%	15%	0%	0%	0%	100%	5%	9%	6%	10%	8%	6%	2%
$30K or more but ref. category	6%	5%	4%	11%	0%	0%	0%	0%	5%	4%	13%	3%	8%	5%	3%
DK/Refused	10%	14%	10%	7%	0%	0%	0%	0%	10%	8%	10%	14%	11%	8%	15%
14.Race.															
Black	6%	6%	8%	3%	11%	6%	5%	0%	10%	4%	2%	7%	8%	4%	10%
White	86%	85%	85%	91%	81%	87%	92%	84%	84%	88%	93%	85%	83%	90%	85%
Hispanic	3%	4%	3%	3%	5%	4%	1%	6%	4%	3%	3%	2%	4%	3%	1%
Asian	1%	0%	1%	0%	0%	0%	1%	6%	1%	0%	0%	1%	1%	1%	1%
Other	2%	3%	1%	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%
DK/Refused	2%	1%	2%	2%	1%	1%	0%	2%	0%	3%	2%	3%	3%	1%	1%
15.Sex.															
Male	27%	13%	24%	38%	19%	26%	32%	53%	30%	25%	23%	24%	32%	23%	20%
Female	73%	87%	76%	62%	81%	74%	68%	47%	70%	75%	77%	76%	68%	77%	80%

SERVICE EMPLOYEES FEBRUARY 1992		*--SERVICE EMPLOYMENT--*		*--USEFULNESS--*			*--HELPED DEVELOP SKILLS--*		*--GOOD EXPERIENCE--*		*--WOULD RECOMMEND--*	
C 6	TOTAL 751	CURRENT 115	FORMER 636	VERY 267	SOME-WHAT 321	NOT 158	YES 614	NO 116	YES 701	NO 45	YES 592	NO 129
12.Occupation.												
Professional	7%	4%	8%	8%	8%	5%	7%	9%	7%	13%	8%	7%
Executive	5%	3%	5%	3%	6%	5%	5%	5%	5%	4%	4%	10%
Management	17%	5%	19%	16%	17%	20%	17%	16%	17%	18%	17%	17%
Clerical/Technical	17%	9%	19%	15%	19%	18%	17%	20%	17%	13%	18%	10%
Blue Collar Supervisor	4%	7%	4%	5%	4%	3%	5%	2%	4%	7%	4%	3%
Skilled Blue Collar	11%	6%	11%	9%	11%	15%	10%	15%	10%	16%	10%	13%
Blue Collar Misc.	1%	3%	1%	1%	2%	1%	1%	1%	1%	4%	1%	1%
Other Blue Collar	28%	58%	23%	31%	27%	25%	29%	26%	29%	16%	28%	29%
Other/DK	9%	5%	10%	12%	7%	9%	10%	6%	10%	9%	9%	10%
13.Income.												
Below $30K, but ref. category	5%	4%	5%	5%	5%	4%	5%	3%	5%	2%	4%	9%
Under $10,000	8%	8%	8%	10%	6%	7%	8%	8%	8%	4%	8%	5%
$10K-$19,999	13%	17%	13%	18%	13%	8%	14%	9%	14%	9%	14%	9%
$20K-$29,999	16%	16%	16%	14%	17%	18%	17%	14%	16%	9%	16%	16%
$30K-$39,999	15%	20%	14%	13%	14%	19%	15%	13%	15%	9%	16%	13%
$40K-$49,999	8%	7%	8%	9%	9%	6%	8%	8%	8%	13%	8%	9%
$50K-$74,999	13%	11%	13%	12%	13%	13%	12%	16%	13%	13%	14%	7%
$75,000 or more	7%	3%	7%	4%	9%	5%	6%	9%	6%	13%	6%	8%
$30K or more but ref. category	6%	3%	6%	4%	7%	6%	5%	10%	6%	7%	5%	8%
DK/Refused	10%	10%	10%	10%	7%	15%	10%	11%	9%	20%	8%	17%
14.Race.												
Black	6%	6%	6%	7%	7%	4%	6%	8%	6%	13%	6%	9%
White	86%	83%	87%	84%	88%	87%	87%	80%	87%	76%	87%	83%
Hispanic	3%	4%	3%	4%	3%	2%	3%	7%	3%	2%	4%	2%
Asian	1%	2%	0%	0%	0%	2%	1%	1%	1%	0%	1%	1%
Other	2%	2%	2%	3%	1%	1%	2%	1%	2%	0%	2%	2%
DK/Refused	2%	3%	2%	2%	1%	4%	1%	3%	1%	9%	1%	4%
15 Sex.												
Male	27%	32%	26%	25%	27%	29%	26%	31%	26%	44%	25%	33%
Female	73%	68%	74%	75%	73%	71%	74%	69%	74%	56%	75%	67%

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